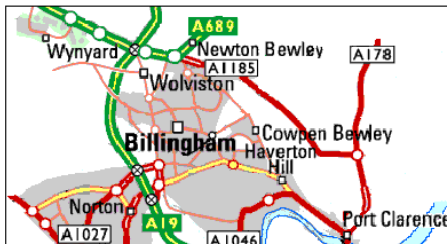


How to register as a patient

Ask at reception and staff will be happy to explain the procedure– we can only accept patients living within our practice boundary. Alternatively you may fill out an online registration form and patient questionnaire



We cannot undertake your care if you move outside the practice boundary.

**PLEASE INFORM US IF YOU CHANGE YOUR ADDRESS
OR TELEPHONE NUMBER.**



QUEENSTREE PRACTICE

Dr W Entwistle, Dr M Hazarika
& Dr M Myint
Billingham Health Centre
Queensway
Billingham Cleveland TS23 2LA

Appointments and Emergencies
Tel: 01642 553389

Results Line
Tel: 01642 557787
(Please ring between 1 and 5 pm)

Fax No: 01642 365872

SURGERY WEBSITE
www.queenstreepractice.co.uk

NHS 111 (24 HOURS)

Welcome to Queenstree Practice

Our doctors

Dr W Entwistle MBBS

Dr M Hazarika MBBS

Dr M Myint MRCGP, DRCOG, DFFP, DIP
PALL MED MBBS

Nursing Team

Sister Sue Riby

Sister Julie Stokes

Tracey Green HCW

Other Staff

Emma Partlow Practice Manager

Gail Woodhouse Reception Supervisor

Patricia Lawlor Secretary

Reception/Admin Team

We offer a full general practice service including immunisation/travel clinics, chronic disease management clinics including, diabetes, hypertension, asthma, CHD, COPD, vascular disease, epilepsy and Rheumatoid arthritis monitoring. We also offer minor surgery and family planning services. Our team are particularly interested in promoting and maintaining good health for our patients and offer well person checks. Please enquire for more information.

We also provide some private medical services. Please note that there may be a charge for any private work carried out such as medicals and certain travel vaccinations. Please enquire for more information and pricing.

A full range of child health and antenatal services are provided by the Community Midwife and Health Visitor, and a full range of District Nursing services are also provided. We also provide a counselling service.

SURGERY HOURS

The surgery is open 8.30 to 6pm – Monday to Friday (excluding Bank Holidays).

Consultations are by appointment only. You are free to book a consultation with either doctor. However if you need an urgent appointment you may not have a choice of doctor. Routine appointments are every ten minutes, and we have surgeries available every morning and afternoon, however if you are seeing a member of the nursing team for a particular condition or reason, you may not have a choice of days.

If you feel you need an urgent appointment/telephone consultation or home visit on the same day, please ring between 9am -10am where possible. Please note that the doctor may wish to vet any urgent appointments/home visits by telephone first. If you are

added urgently the same day you may have to wait till the end of the surgery.

Practice Charter

The members of the practice team are committed to giving you the best possible service. This will be achieved by working together.

Please help us to help you

Accessibility

- We will ensure that our surgery is clean, comfortable and readily accessible. This will include facilities for the disabled.
- We will offer a range of appointment times to suit the needs of the local population.
- On weekdays, patients with urgent problems will be offered the opportunity to consult a doctor or a nurse in the surgery within 48 hours. Patients with non-urgent problems will be offered an appointment with their usual doctor as soon as possible. Patients with urgent problems will be advised by a doctor as soon as is practicable and seen, as necessary, in the surgery or at home.
- On the majority of occasions, patients will be seen promptly. Please remember that there may be times when the doctor has to leave to attend an emergency or has to give additional time to a patient in surgery. If this happens, an explanation will be available from the receptionist.
- Patients will have the facility to consult any other member of the practice team - for example, the practice nurse or health visitor – for advice about any health problems or for advice about health promotion.
- If the doctor you wish to see is not available, you will have the chance to see another doctor, or you will be offered an alternative appointment with your chosen doctor.
- You will be seen within 30 minutes of your booked appointment time, unless previous consultations overrun their allotted time of 10 minutes.

- Waiting time at the reception desk will be kept to a minimum and you will be informed of any expected delays to your booked appointment time.
- Referrals to other agencies, specialist medical or other services will be dealt with quickly and efficiently. Normally any routine written referral will be sent off within seven working days.
- You can expect a full explanation of your condition and information and advice on the options available to you.
- We will return reports for information for non-medical bodies (solicitors, insurance companies, etc.) within four working weeks of receipt, unless greater urgency is stressed. Our medical work takes priority.

When You Visit The Surgery

- You will be treated as an individual, with dignity, courtesy and respect. Please treat receptionists and staff in a similar way. A patient's need for privacy will be respected at all times.
- Wherever possible, we will provide an area set aside for confidential conversations between patients and reception staff.
- If the primary health care team member you consult would like a medical student to attend a consultation you have the chance to agree or refuse before the consultation begins.

Help Us To Help You

Please read our practice booklet, paying particular attention to the different times for telephoning for visits, repeat prescriptions and appointments. Along with this website it will help you to get the best out of the services we offer.

- Please do everything you can to keep appointments. If you arrive later than your appointment time this will cause delays and inconvenience to following patients, who may then be seen before you. If the doctor is running late, please bear with us - on another occasion it may be you who needs the extra consultation time.
- If you are unable to keep your appointment, please make a point of cancelling it.

- Please understand that it is not the receptionist's fault if the doctor is delayed.
- Please remember to tell us if you change your name, address or telephone number.
- Please do not call out of hours except in cases of real emergency.
- Whenever possible, please wait for the next surgery.
- You should ensure that, where you are given medical records such as the 'Personal Child Health Record' for children born since April 1992, you keep these safe and make them available to your practitioners whenever they are needed.

Confidentiality

The practice strictly follows the instructions and guidance from The Data Protection Act 1998 which governs the use of personal information through data protection principles. These principles require that personal information is:

- Processed fairly and lawfully
- Processed for one or more specified and lawful purposes, and not further processed in any way that is incompatible with the original purpose
- Adequate, relevant and not excessive
- Accurate and, where necessary, for the purpose for which it is being used
- Processed in line with the rights of the individuals
- Kept secure with appropriate technical and organisational measures taken to protect the information
- Not transferred outside the European Economic Area (the European Union member states plus Norway, Iceland and Liechtenstein) unless there is adequate protection for the personal information being transferred

As we process personal information covered by the Act, our staff comply with the Data Protection principles.

Individual patients can instruct their Practice to stop the transfer of their data. For more information on the reasons for this data extract

and how to opt out of sending your confidential information: see below.

Access To Medical Records Comments & Complaints

- If you have a comment or complaint about the way things are run, or if you have a problem with any member of the team, please talk to the practice manager.
- We will ensure that any comment or complaint is taken seriously. It will be confidentially investigated. A reply and/or the chance to talk about it will be arranged to resolve matters within seven days of the initial contact.
- We want to improve services and will welcome any comments you have which will help us to do that.
- Constructive suggestions from patients to improve any part of the practice will always be welcome. Complaints will be discussed openly and taken seriously. These can be made via the practice manager. All written complaints will be acknowledged in writing.

Zero Tolerance

We all have our bad days, and when we feel ill we may feel down and a little more irritable than is normal. All our staff are here to help you. Reception staff are following procedures that help the practice to function efficiently. The staff have the right to work in a safe and secure environment and we, as employers, have the legal responsibility of providing that safe and secure environment. The practice will not tolerate:

- Verbal abuse to staff which prevents them from doing their job or makes them feel unsafe.
- Threats of violence or actual violence to a GP or a member of his or her staff. The GPs have the right to remove from the practice list, with immediate effect, any patient who behaves in the above manner.

Useful Telephone Numbers

HOSPITALS:

EMERGENCY SERVICES	- 999
NHS HELP LINE	- 111
UH NORTH TEES	- 01642 617617
UH JAMES COOK	- 01642 850850
NUFFIELD	- 01642 360100
EAU NORTH TEES (FAX)	- 01642 383959
EAU HARTLEPOOL (FAX)	- 01429 869852

SPA District Nursing Services

PATIENT LINE	- 01429 522500
--------------	----------------

PHARMACIES:

ROWLANDS, HEALTH CENTRE	- 01642 553846
BOOTS	- 01642 553263
ROWLANDS BILLINGHAM	- 01642 554416
ROWLANDS NORTON	- 01642 607057
DAVIDSONS	- 01642 360145
HILLS	- 01642 553184

SOCIAL SERVICES FIRST CONTACT	- 01642 526128
-------------------------------	----------------

NORTHERN DOCTORS	- 03001231851
------------------	---------------

DENTAL HELP LINE (emergency dentist)	- 0345 0450620 or - 0845 6033131
--------------------------------------	-------------------------------------

MIDWIVES	- 01642 528920
----------	----------------

PODIATRY QUERIES	- 01642 704254
------------------	----------------

AMBULANCE PATIENT TRANSPORT SERVICE-	03450450160
--------------------------------------	-------------

NURSING HOMES:

ASHBOURNE LODGE	- 01642 553665
-----------------	----------------

ALLINGTON HOUSE	- 01642 565839
-----------------	----------------

BILLINGHAM GRANGE	- 01642 561700
-------------------	----------------

CEDAR LODGE	- 01642 530750
-------------	----------------

CHERRY TREE LODGE	- 01642 554257
-------------------	----------------

HADRIAN PARK	- 01642 566322
--------------	----------------

ASHWOOD LODGE	- 01642 361122
---------------	----------------

STOCKTON LODGE	- 01642 617335
----------------	----------------

SOUTH VIEW	- 01642 530971
------------	----------------

WYNYARD WOODS - 01740 646980

CHESTNUT LODGE - 01642 551164